PRODUCT DATA INTEGRATION TECHNOLOGIES, INC.

PDIT

Product
Data
Integration
Technologies

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B2 CITIS
LESSONS LEARNED

Presented To:

Planning Workshop for A Concept of Operations for Contractor Integrated Data Services

Rock Island Arsenal

September 8, 1999

Achievements

- Succeeded in meeting individual products of the SOW such as Data Item access, process modeling, WFM tool evaluation

- Received high marks from users utilizing existing capabilities: "CITIS works like a champ"

Problem

- Customer dissatisfaction due to customer expectations and vision not met

Approach

Formed the B-2 CITIS Strategy Integrated Team representing all areas of B-2 CITIS.

The Team:

➤ Made assessments of the causal factors for:
  - ➤ Technical issues
  - ➤ Organizational issues

➤ Developed an Integrated Plan to resolve both technical and organizational issues

➤ Developed an Integrated Roadmap describing:
  - ➤ Implementation of the Integrated Plan
  - ➤ Impact on existing projects and tasks

Technical Issues

➤ **Lack of an integrated B-2 CITIS architecture resulting in each product being designed separately**

➤ **Lack of clear and consistent definition of terms as used in the SOW and used by B-2 CITIS personnel**
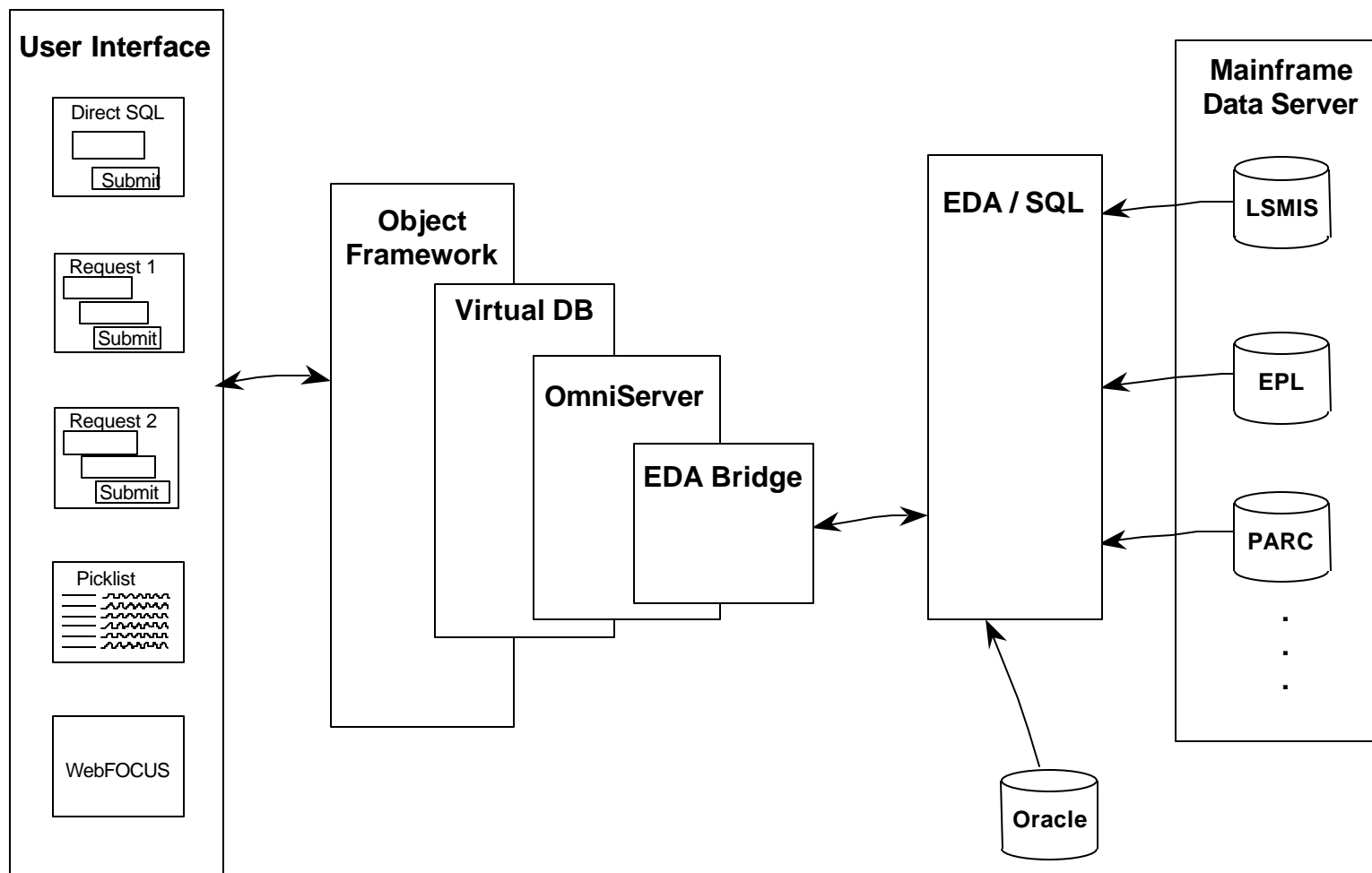
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B2 CITIS - Existing Architecture

User Interface

Direct SQL
Submit

Request 1
Submit

Request 2
Submit

Picklist

WebFOCUS

Object Framework

Virtual DB

OmniServer

EDA Bridge

EDA / SQL

Oracle

Mainframe Data Server

LSMIS

EPL

PARC

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Organizational Issues

➤ **Compartmentalization based on SOW**

➤ **Lack of an integrated master plan**

➤ **Lack of communication**

- ➤ **B-2 CITIS Phase 0 vision not clear to team members**

- ➤ **Information flow between MASD & IIS and between IIS product teams**

- ➤ **Inconsistent understanding of terms**

- ➤ **Misalignment of technical expertise**

Approach

Defined an Integrated Architecture for B-2 CITIS which:

➠ Includes an incrementally extensible Neutral Data Model

➠ Contains portable components

➠ Provides for use of customer terminology

➠ Produces product with integrated components

Defined & implemented an IIS Integrated Organization for B-2 CITIS which:

➠ Reduces hierarchy

➠ Aligns technical expertise

➠ Facilitates cross-team communication

Defined an Integrated Roadmap which:

➤ **Implements the Integrated Architecture**

➤ **Includes an integrated project and staffing plan**
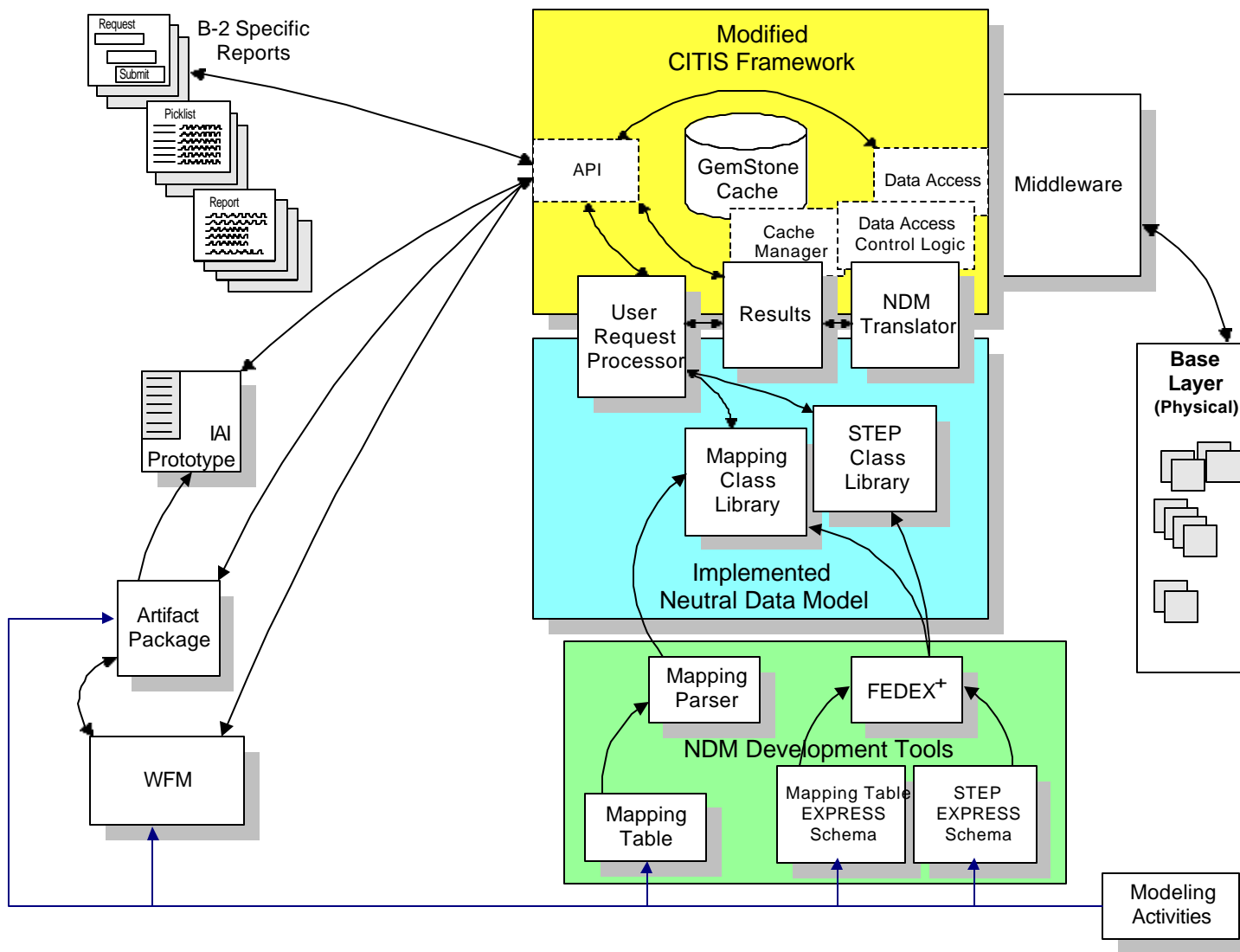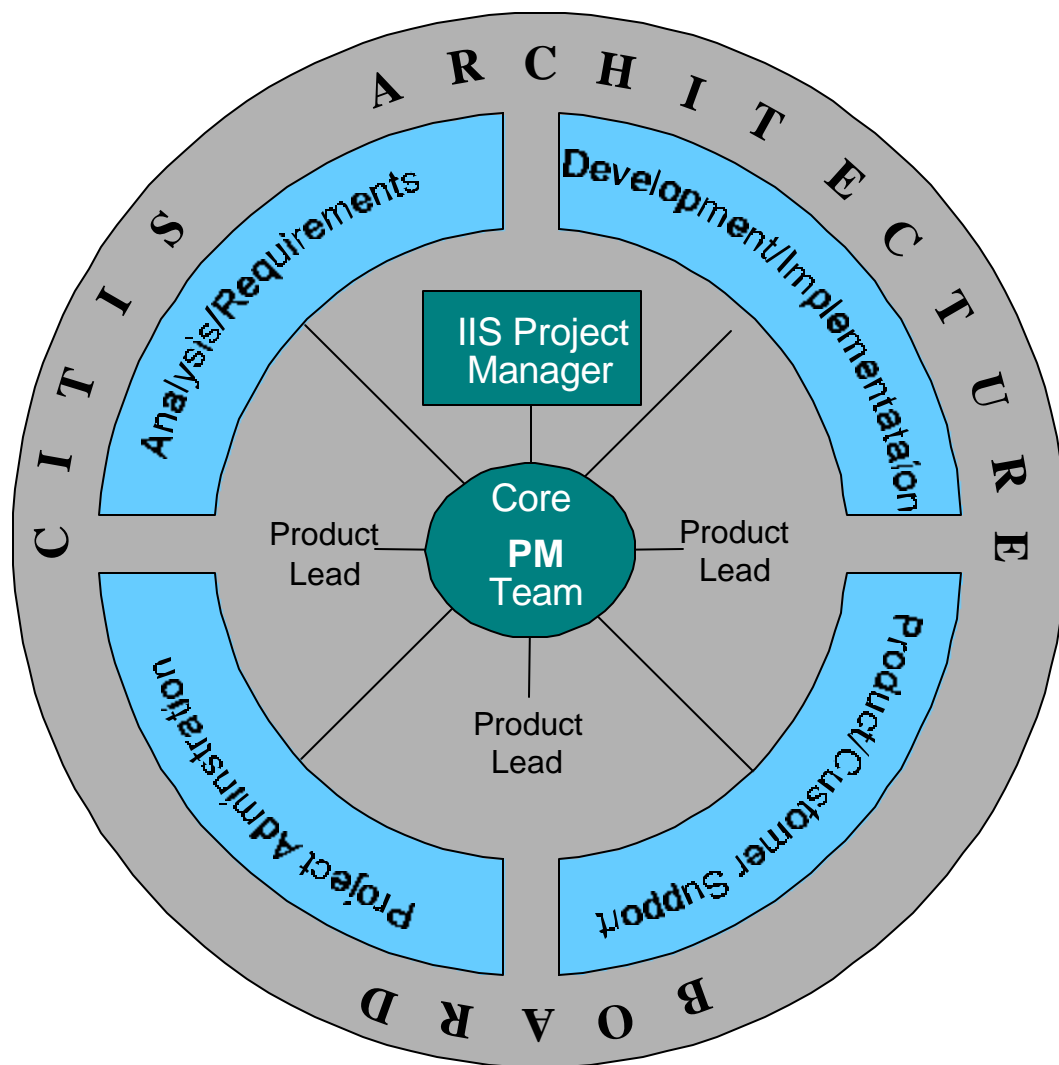
Neutral Data Model Architecture

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B-2 Specific Reports

Request
Submit
Picklist
Report

IAI Prototype

Artifact Package

WFM

Modified CITIS Framework

API

GemStone Cache

Data Access

Cache Manager

Data Access Control Logic

User Request Processor

Results

NDM Translator

Middleware

Base Layer (Physical)

Implemented Neutral Data Model

Mapping Class Library

STEP Class Library

NDM Development Tools

Mapping Parser

FEDEX+

Mapping Table

Mapping Table EXPRESS Schema

STEP EXPRESS Schema

Modeling Activities

B2 CITIS Organization

B2 CITIS Solution

	Integrated Architecture	Integrated Organization	Integrated Roadmap	Communication Plan
Lack of Integrated Architecture	✔		✔	✔
Lack of Consistent Terminology	✔	✔	✔	✔
Compartmentalization		✔	✔	
Lack of Integrated Master Plan		✔	✔	
Communication Breakdown		✔	✔	✔

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B-2 Spirit

CITIS
Contractor Integrated
Technical Information Service

Data Access

Data Item Access
Ad Hoc Query (AQI)
AQI Request Status

Search by:
  Drawing Number
  Part Number
  Document Number
  ETA Number
Mainframe Access
Web Focus

Support

Support Information
Update B-2 CITIS Password
E-Mail the Help Desk

About B-2 CITIS

Frequent Questions
On-line Help
Tutorials
Usage Metrics
Current Version ID

Related Sites

B-2 WSSC Homepage
B-2 Dayton SPO Homepage

Hot News! (Click headline for more information)

CITIS 99 to Demo at CALS Expo 98!

The latest version of B-2 CITIS will debut at CALS Expo this year in Long Beach. (Be there!) This new version has more than just a new look. Click here to find out what's new.

**You are on the B-2 CITIS
Unclassified Development Network**

AIR FORCE

Data Item Access | Ad Hoc Query | Contact Us | Current Version ID

Lessons Learned

➤ **Simply providing access to information is not enough to support requirements of accessing organizations.**

➤ Accessing organizations require integration of information views that are different from data providers.

➤ Accessing organizations have different functional requirements and terminology for the data accessed.

Lessons Learned

➤ **Data providers and data accessors can not always pre-define access requirements.**

   ➤ **Accessing organizations require flexibility in selection of the information and the grouping of that information .**

➤ **Integrated organizations defining the requirements and management of a CITIS is critical to providing integrated information.**